

Rental Policies

TO CONFIRM A QUOTE

Please be sure to thoroughly check the following information prior to signing and sending it back:

- Delivery and pickup location(s)
- On-site contact information – This will be the person we call upon arriving to a delivery to meet our staff and check in items
- Delivery and pickup days/times – Delivery fees are based on this and are subject to change if the day and/or time changes closer to the event date
- Event start and end days/times
- All rental items and quantities

Once all the above information has been checked, the quote must be signed and sent back for the order to change from a quote to an actual reservation in our system

DEPOSITS, PAYMENTS, & REVISIONS

Deposits: In order to reserve a quote, we require a 25%, non-refundable deposit. Quotes do not guarantee availability of rental items. Rental items will be reserved only upon receipt of a signed rental contract and deposit

Cancellations:

*Should customer want to cancel rental 1-3 days out from delivery or will call pick up date – Customer will most likely be responsible for 100% of the total rental. Consult your sales representative.

*Should customer offer 1 week or more notice of cancellation of delivery or will call pick up – Customer may be eligible to receive partial refund (all deposits are nonrefundable).

Final Payment & Revisions to Orders: Final revisions are due (5) days prior to the delivery date; Final payment is due 3 days prior to delivery date. Any revisions to orders made after this day may be subject to a change fee or restocking fee

RATES

Rental rates will vary depending on how long the items need to be kept in the client's possession. In general, our base rate will be charged if the items are to be used for one event. The base rate will cover up to (3) days, excluding generators and other equipment, which are charged out on a per day basis. This will allow our crew to deliver, or the client to pickup, up to (1) day prior to the event taking place and return up to (1) day after the event. If any items are needed longer than this, the rates will be charged on a week by week basis.

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WILL CALL

- Please e-sign your reservation before arriving to the will call warehouse to retrieve your items.
- If we have not yet received your full payment, you must visit the front desk to pay and sign prior to picking up your items from the warehouse.
- If paying with cash, please bring a copy of a valid driver's license **and** credit card to put on file.
- Upon pickup, please make sure to visit the will call desk for assistance or ring the **big green button** for assistance. After loading all items into your vehicle, you will need to sign that all rental items are in your possession.

ALL RENTAL ITEMS ARE DUE BACK ON THE AGREED UPON DATE.

On days with inclement weather, contact your sales representative. You may need to bring a tarp to cover your items.

Special items require the use of a box truck/tie-down straps (mushroom heaters, propane, etc.). Please make sure to contact a sales representative.

DELIVERY / PICKUP

- Rental prices do not include setting up or dismantling tables & chairs, or placing linens & tabletop items. Customer is welcome to decline installation fees, but items will arrive in stacks and **customer MUST return all items to stacks in the same location for Mahaffey pickup.**
- Delivery is made to the closest point a truck can park! Extra charges will result for locations upstairs or elevators, distant from the truck, or any conditions for which unanticipated time or expense is incurred.
- Please be sure your site is ready and cleared of obstructions before crew arrives. Customer must show locations of any underground utilities (i.e. cable, sprinklers, gas lines, etc.) and any other conditions that may interfere with the ability to stake tents.
- The customer/contact should be available to count all items upon delivery and pickup; otherwise our count will be considered accurate.
- Responsibility for loss of or damage to rental items remains with the customer from delivery to the time of pickup.
- Customer must protect rental items from the weather and secure them when not in use and must inspect the rental items delivered at the time of delivery.

PLEASE REVIEW DELIVERY DATES/TIMES/CONTACTS.